

**Claims**

1. A computer implemented method for operating a quality plan in a product development organization comprising a plurality of members and having quality objectives for product development projects, the method comprising the steps of:

5 defining a set of quality processes adapted to quality objectives required by an organization;

10 defining a set of computer implemented quality tools to collect data relative to product development projects, said quality tools comprising at least one database to store said collected data;

15 for each quality process, aggregating a set of the stored data to generate a respective quality report;

20 analyzing each quality report to detect problems in the product development projects; and

25 using results of the analyzing step to initiate actions to resolve the problems detected, thereby improving quality of the product development projects.

20 2. The method of claim 1, wherein the set of quality processes further comprises:

a tracking process for identifying an issue in the product development projects;

5 a meeting set-up and reporting process for preparing and conducting meetings among a plurality of members of the organization;

a daily headlights reporting process for providing communications among members of the organization;

10 a documentation process for reviewing and accepting documents generated by the product development projects;

10 an inspection process for determining deliverables generated by the product development projects to be reworked; and

a metrics process for producing metrics for the data relative to the product development projects.

15 3. The method of claim 2, further comprising a survey process to evaluate a contribution of a member of the organization to a quality plan.

20 4. The method of claim 2, wherein the tracking process further comprises the steps of:

recording the identified issue within an issue storing area of the at least one database;

assigning to the issue priority, a resolution target date, and an organization member responsible; and

5. communicating to members of the organization actions taken to resolve the issue item.

5. The method of claim 4, wherein the recorded issue comprises a field for indicating an open date, an issue identifier, a description of the issue, and an open status.

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6. The method of claim 5, further comprising the step of updating the open status field to a close status for a resolved issue in the at least one database.

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7. The method of claim 2, wherein the meeting set-up and reporting process further comprises the steps of:

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creating a meeting record in a meeting storing area of the at least one database, the meeting record comprising a meeting date, a meeting place, a meeting attendee, and a meeting agenda;

sending an invitation to the meeting attendee; and sending a meeting report after completion of the meeting to receivers.

8. The method of claim 7, further comprising the step of storing the meeting report in a reports storing area of the at least one database.

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9. The method of claim 2, wherein the daily headlights reporting process further comprises the steps of:

generating headlight reports having headlights data;

10 consolidating at a first predetermined frequency the headlights reports into a single executive report to be distributed to an executive distribution list;

recording issue items in an issue memory area based on data of the executive report; and

15 generating at a second predetermined frequency a headlight summary based on the executive reports.

10. The method of claim 9, further comprising the steps of storing the executive report and the headlight summary in a reports memory area of the at least one database.

11. The method of claim 2, wherein the documentation process further comprises the steps of:

classifying a document and assigning a document review workflow to the document according to whether an originator of  
5 the document is a member of the organization; and

creating a document record in a document memory area of the at least one database.

12. The method of claim 11, wherein the document is a  
10 technical document associated with a software product.

13. The method of claim 2, wherein the inspection process further comprises the steps of:

15 creating an inspection record in an inspection memory area of the at least one database, the inspection record comprising an open date, an inspection record identifier, a priority, a description of a deliverable, and a target date to complete the inspection process.

20 14. The method of claim 2, wherein the metrics process further comprises the steps of:

analyzing a quality metrics report, and

recording the quality metrics report in a metrics memory area of the at least one database.

15. The method of claim 2, wherein the metrics further  
5 comprise product metrics.

16. The method of claim 2, wherein the step of analyzing each quality report further comprises the steps of:

10 creating a meeting, and  
agreeing among attendees of the meeting on at least one quality action to resolve a detected problem.

15. The method of claim 2, wherein the using results step further comprises the step of creating at least one quality action record in a quality actions memory area of the at least one database, the at least one quality action record comprising;

an open date,  
a quality action identifier,  
a priority,

a description of a quality action, and  
a target date to operate the quality action.

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